



Student Policies and Procedures

2020–2021

ENROLLMENT POLICIES AND PROCEDURES

To register, students or parents must complete, sign, and submit the appropriate registration forms. Registration will be complete once the student makes a payment that includes the non-refundable annual household registration fee and tuition. Lessons and classes may not begin without payment.

Calendar

Enrollment is for the entire school year (36 weeks). There are three scheduled breaks during the school year. Please refer to the academic calendar for exact dates.

Thanksgiving Break (1 week)

Winter Break (2 weeks)

Spring Break (1 week)

Participation in the summer session may be optional depending upon the teacher's individual studio requirements and may range from four to ten weeks.

Required Information

PCM requires certain information to complete the registration process. This includes parent contact information, student information, and emergency contact information for an additional person.

Tuition and Fees

The annual household registration fee is \$50.

Tuition is pro-rated for students enrolling after the start of the school year except for certain programs. Please see the fee schedule for more information.

Weekly individual lessons may be taken in 30, 45, 60, 75, or 90 - minute increments. Additional fees will be assessed on an ad hoc basis for studio classes and special rehearsals. Refer to the tuition and fee schedule for annual tuition figures.

PAYMENTS

Payment in Full

Tuition is billed on an annual basis (36 weeks) and payment must be submitted to PCM *prior* to the start of instruction. Students receive a 5% discount off tuition if annual tuition is paid in full by September 15.

Summer tuition is billed separately from the school year. Initial payment for summer lessons is due June 15. If you take additional summer lessons than originally scheduled, you will receive a final summer invoice in September.

Payment Plans and Methods

Payment plans are available in either three quarterly installments, or automatic monthly installments. There is no additional fee for choosing a payment plan.

Quarterly installment payments are due August 17, November 17, and February 17.

Summer tuition may be paid in two installments, due June 15 and September 15.

Monthly payment plans must be set up as an automatic credit card or bank charge. **You must contact the office at the start of the school year to set up a monthly payment plan.** Because summer lessons are billed separately, please contact the office at the start of summer session to arrange a payment plan.

Acceptable forms of payment include cash*, check, money order, or valid credit card (American Express, Visa, or MasterCard). All checks or money orders should be made payable to "Pasadena Conservatory of Music." A \$35.00 fee is assessed for all returned checks.

**As of the date of this publication, our campus is closed to the public and we are therefore not accepting cash payments. Please pay by check or credit card at this time.*

Late Payments and Accounts

A \$25 fee is charged for all late payments. Late payment fees are assessed one month after payment due date.

Lessons or classes will be paused for accounts more than 60 days past due. The office will notify a student's teacher should lessons need to be paused. Lessons may resume when the account is paid to date.

Students with outstanding balances are not permitted to register or enroll in new classes until all account balances are paid in full.

Refunds

Students may receive a full tuition refund when withdrawing at least 2 days prior to the first lesson. Refunds or class credits are not given for student absences.

Early Withdrawal Fee

If a student discontinues prior to the end of the school year, an early withdrawal fee of \$150 will be assessed. Discontinuation is effective on the date that a student notifies the office. Under no circumstances will tuition be retroactively refunded or credited. Students are responsible for notifying the office of discontinuation in a timely manner.

Should a student withdraw from the Chamber Music Program after the start of the program, the withdrawing student will be charged the full tuition if discontinuation causes the disbanding of a group.

LESSON AND CLASS POLICIES AND PROCEDURES

Students are expected to arrive on time for all lessons and classes. In deference to subsequent students, lessons will end at the tardy student's scheduled time. Teachers are not obligated to wait longer than 15 minutes for late students.

Students are expected to arrive prepared for all lessons and classes. Unless materials are expressly billed and paid for through PCM, students are expected to purchase their own materials. Teachers will provide students with information regarding required books and materials. Required books and materials may vary by teacher.

Students enrolling for individual lessons may not concurrently study the same instrument at another institution or with another private teacher. Requests to change instructors must be submitted to the office after the matter has been discussed with the current instructor.

Participation in music lessons may involve physical contact by instructors. By enrolling at PCM, students and parents consent to such appropriate contact. Any concerns regarding this may be discussed with the teacher or the office.

School-age students are required to participate in an annual jury. Individual departments may have different policies on annual jury requirements. Students should speak with their teachers for additional information. A jury is given in lieu of one lesson.

PCM reserves the right to cancel any course for which enrollment is insufficient for the organization of a class. PCM publications list classes offered as of the time of printing. Classes may be rescheduled or cancelled due to unforeseen circumstances.

STUDENT ABSENCE POLICIES

Students should notify the teacher of any absence for any reason; this does not exempt the student from payment as contracted.

PCM does not offer make-up lessons or refunds for student absences.

If a teacher is absent, a make-up lesson will be offered at a mutually convenient time. If the student misses a make-up lesson, there will be no second make-up opportunity, and payment will be required as in a regular student absence.

GENERAL POLICIES

Pasadena Conservatory of Music admits students of any race, color, national/ethnic origin, gender, sexual orientation, age, religious affiliation, and ability. It does not discriminate in its admission, retention, financial aid, scholarship, educational policies, or school administered programs.

If problems arise (e.g. financial, instructional, or personal), it is the responsibility of the parent and/or student to notify the office in a timely manner. Every effort will be made to respond to individual needs.

PCM reserves the right to dismiss any student due to lack of interest, frequent absences (more than two consecutive lessons), tardiness, behavioral problems, non-payment, or failure to abide by school policies. In all but the most serious cases, teachers may place a student on a four-week probation. Failure to comply with the terms of the probation may result in immediate dismissal from PCM.

DISTANCE LEARNING POLICIES

Distance Learning (DL) refers to programs and lessons that are conducted virtually.

General Distance Learning Policies

All enrollment, payment, student absence, lesson and class, photo/video release, and general PCM policies also apply for students in DL programs. To participate in DL programs, students must have a device and the network connectivity requirements that support video conferencing instruction.

Students participating in virtual private lessons must work with their instructor to find a video conferencing program that both student and instructor can use.

Students participating in virtual group classes must use Zoom Video Conferencing Software.

PCM staff and faculty, at their discretion, reserve the right to remove a participant or end a virtual learning session should a student engage in behavior that is inconsistent with a safe and welcoming learning environment.

Technical Problems and Assistance

To prevent problems from occurring during a lesson or a class, students are expected to meet software, hardware, and network requirements before participation in the lesson or class. PCM staff and faculty are not obligated to offer assistance for technical problems.

If students experience technical difficulties during a lesson or class, the instructor is not obligated to wait longer than 15 minutes for problems to resolve. Should technical difficulties remain unresolved after 15 minutes, the instructor may end the lesson, and the student will be marked absent. Instructors are not required to offer makeups for student tardiness or absences caused by technical difficulties.

Instructors are not obligated to offer technical assistance, especially if it prevents the instructor from conducting a lesson or class. Students needing technical assistance should contact the Student Services Coordinator or Operations Manager. PCM cannot guarantee availability for technical assistance nor resolutions to students' technical issues.

If instructors experience technical difficulties, students are not obligated to wait longer than 15 minutes for issues to resolve. Instructors must offer a makeup if a lesson or class is fully or partially suspended due to instructors' technical problems. If a student misses the appointed makeup lesson, then the makeup is forfeited.

For more information about best practices in a Distance Learning format, please refer to our [Student Distance Learning Guide](#).

ONLINE REGISTRATION AND STUDENT ACCOUNTS

Current PCM students may register for classes and make payments online at:
<http://pasadenaconservatory.org/current-students/online-registration/>

Through this portal, families can view student enrollment information, check account status, and make payments. Payment plans must be arranged through the office by contacting music@pasadenaconservatory.org.

Student log in requires the email address reported on the registration form and a password. Please contact the PCM office if you need your password reset.

PHOTO/VIDEO RELEASE

Photographs and video taken of students at PCM may be used in PCM publications and press materials. The Pasadena Conservatory of Music requests permission in perpetuity to use your/your child's image and audio recordings in publicity and marketing materials. By granting your permission, you understand that your/your child's likeness could be used in various print, video, or online media.

By enrolling at PCM, you agree that use of said media is exclusively intended for the promotion of the Pasadena Conservatory of Music; that images of you or your child may appear on the internet for an extended period of time; that PCM will not offer financial or other remuneration for use of your/your child's image or audio recordings; that PCM is not responsible for any expense or liability incurred as a result of your participation. You may withdraw your consent at any time through written request.

If you have specific issues regarding your/your child's participation in any photograph or filming activity, please contact the PCM office.

CAMPUS USE

Special notice due to COVID-19

At the time of this publication, PCM's campus is closed to students and the general public.

Practice Room Policy

Practice room availability is not guaranteed, and studios are available on a first-come, first-served basis. Keys must be signed in and out and returned to the office as soon as possible. Please listen and knock before entering a room. If a lesson is in progress, please return to the office to find a different room. If an instructor requires the use of a room, you may come to the office to request a different room.

Building Use

There are designated quiet waiting areas around campus reserved for PCM families, students, and patrons.

Cell phone use is not permitted in studio or classroom areas, nor while driving in the parking lot.

Food and beverages are not permitted in studios or classrooms.

Do not disturb the belongings of any teachers found in the studio or classroom.

PCM is privileged to exhibit artwork on loan throughout its campus. Please do not touch any of the artwork. Students found to be defacing PCM property in any manner will be assessed a minimum fine of \$250.00.

Access to PCM spaces is available to students with disabilities.

Safety and Supervision

Young children not receiving instruction must remain under the supervision of a caregiver at all times while at PCM.

PCM cannot provide supervision for students left alone before or after lessons. Students must be picked up promptly after the end of lessons. If a student must wait for a ride home from a lesson, s/he must wait inside the building. If an instructor (for safety reasons) must wait with a student for a caregiver who is running late, the caregiver will be billed for the instructor's time.

PCM provides security personnel seven days a week. Students and families are expected to comply with uniformed security personnel requests. Any suspicious activity on the PCM campus should be reported to PCM staff or security immediately.

Parking

Parking regulations are intended to safeguard PCM students, parents, families, teachers, and staff from injury.

Parking is only authorized in specific, designated parking spaces. Parking is prohibited in the designated drop off zone. Vehicles may not park, idle, or stand (whether occupied or not) in traffic lanes or obstruct traffic or obstruct legally parked vehicles in any way.

Operation of skateboards, roller skates, rollerblades, and non-motorized scooters in the PCM parking lot is prohibited.

Any vehicle parked, operated, or driven on campus shall be solely at the risk of the owner/operator. PCM assumes no liability or responsibility whatsoever for any damage to or theft from any vehicle parked at or driven onto the PCM campus.

RECITAL PARTICIPATION

Recitals are important learning opportunities for students. Students can develop poise and confidence performing in public and can learn by hearing other students perform. Most students are required to perform at least once per school year.

Only teachers may submit recital sign up forms (students may not sign themselves up). Students must have pieces performance-ready and memorized at least two weeks before the recital. Ensemble pieces do not need to be memorized.

Student and Audience Conduct During the Recital

Use of electronic devices and flash photography are not permitted by audience members during the performance. PCM faculty and staff reserve the right to remove anyone in violation of these policies.

Students must dress well for recitals. Do not wear shorts, t-shirts, tennis shoes, flip-flops, sweatpants, or jeans. Please wear long-sleeved, collared shirts in neutral colors, dark dress pants, knee-length or below skirts/dresses, and closed-toed dress shoes.

Listening is part of the experience. Students should not talk, whisper, use cellphones, or rustle papers during performances.

If a student/audience member must enter or leave the hall during a recital, they must do so during applause.

As a courtesy to all the performers students/families must stay for the entire program. Do not sign up for a recital unless you are available for the entire program.

Accompaniment and Rehearsals

PCM provides one rehearsal per performance with an accompanist. Any additional rehearsals are paid to the accompanist directly at the rate determined by the accompanist.

It is the responsibility of the family to ensure that a rehearsal is scheduled with an accompanist.

Students must bring accompaniment parts to the rehearsal and performance or confirm that the accompaniment parts are already available. If accompaniment part is not already available, it is the responsibility of the student to provide the part.